



# Applianz System Manual



# Applianz System Manual

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# 1. Getting Started

## 1.1. Unpack Your Applianz System

Verify that you have unpacked all of the components of the Applianz System



- Applianz System
- Applianz System Manual
- System Information Sheet
- Network Cable
- Power Cord

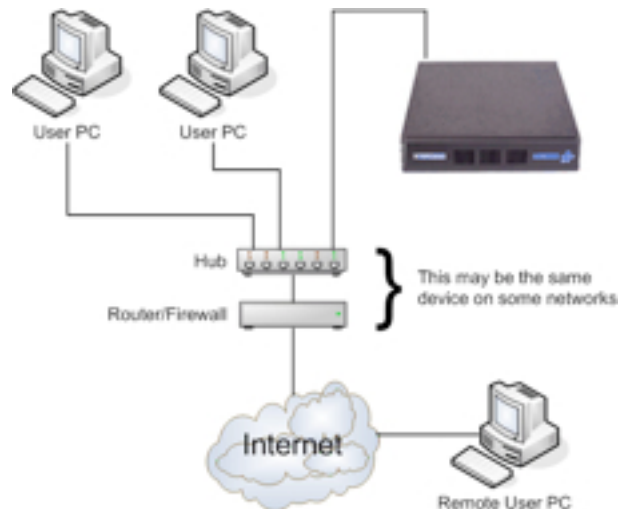
## 1.1. Situate Your Applianz System In A Suitable Area

A climate controlled location with good ventilation is required. Your Applianz System can be mounted on a server rack by attaching standard sliding rails to the side of the Applianz System. Feet have been included on the bottom of the Applianz System should you wish to set it on a flat surface.

## 1.2. Connecting Cables

Connect the provided power cord into the back of the Applianz System. It is preferable to connect the power cord to a UPS power supply. This will prevent the Applianz System from losing power during brief power outages. The Applianz System supports the USB connection for most APC branded UPS power supplies and will shut down automatically when the battery is depleted. If a UPS power supply is not available, the Applianz System should be plugged into a surge protected power supply.

Connect the provided network cable into the back of the Applianz System and connect the opposite end into your network hub or router. The following diagram may assist with understanding how the Applianz System is connected to your network.



### 1.3. Starting The Applianz System

If the Applianz System did not start when you connected the power cord, then flip the power switch on the back of the system to the on position.

### 1.4. Setting The IP Address

Applianz Systems are shipped with DHCP mode enabled. In this mode the Applianz System will automatically obtain an IP address if your network supports DHCP. If you need to set up a static IP address please perform the following steps, otherwise skip to section 1.5.

Setting a static IP address is done by using the LCD screen on the front of the Applianz System. Please follow the instructions below for setting up a static IP address. If at any time you wish to cancel the configuration, press the red X button.

Press the Up or Down keys until the following option is displayed on the LCD screen.



Press the Checkmark key to configure the IP Address.

Press the Up or Down key to change the IP type until the screen reads Static.



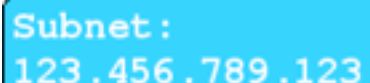
Press the Checkmark key to accept the changes.

The next screen will allow you to enter the static IP address. Pressing the up and down arrows will change the digit that the cursor is currently on; pressing the left and right arrows will move the cursor to the left or the right.

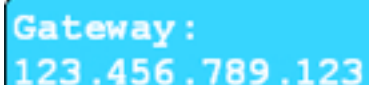


After you have entered your IP address, press the Checkmark key.

The next screen allows you to enter your Subnet. The controls are the same as the previous IP Address screen.



Next enter your Gateway. The controls are the same as the IP Address screen.



Next enter the Primary DNS (DNS1). The controls are the same as the IP Address Screen.



Next enter the Secondary DNS (DNS2). The controls are the same as the IP Address Screen.

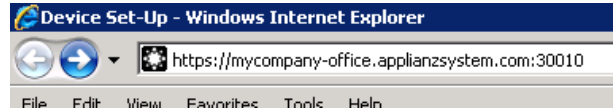


The next screen asks you if it is OK to reset the users connected to the system. Press the Checkmark key to continue.

It may take several minutes for the changes to take effect.

## 1.5. Adding Applianz Usernames And Passwords

To create a username and password for connecting to the Applianz System you must visit the Applianz Web Admin site for your system. The URL for the Web Admin site is on the System Information sheet included with your Applianz System. Enter the url beginning with https:// plus the “Local Domain Name” plus :30010 on the end.



Example: https://mycompany-office.applianzsystem.com:30010

The first Web Admin site is an authentication page that will authenticate you as a valid user. The default username is “Admin” and your default password is located on the System Information sheet provided with the Applianz System. After you have entered the Admin password click the *Login* button.

After you have logged in, click the *Users* link near the top right of the page.

At the User Management page click the *Add New User* button.

NAME	USERNAME	CREATED	EXPIRES IN	
System Admin	admin	02/15/2006	Never	MODIFY DELETE

Enter individual user information and click the *Add* button. The user is now able to be used by the Applianz Client for connecting to the Applianz System. After you click the *Add* button, the password and product keys for the Applianz System will be e-mailed to the user. To automatically generate a password, leave the password field blank.

The *Administrator* checkbox controls certain actions each user is allowed to perform from the web page. If you want a user to be able to perform actions such as rebooting the Applianz System, managing other users, or see users logged into the system then place a checkmark in this box. If you are unsure, do not place a checkmark in the box.

The *E-mail Usage Statistics* field allows you to enter a person’s e-mail address who wants to receive a notification e-mail every time a user logs into the Applianz System. If you are unsure, leave the field blank.

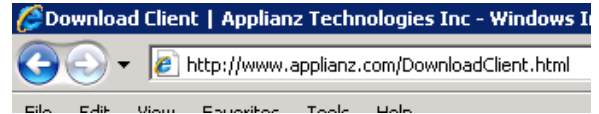
## 1.6. Installing Applianz Client

The Applianz Client is used by your workstation to connect to the Applianz System. To install you will need your Applianz Product Keys provided to you either on the System Information sheet included with the Applianz System or in an e-mail that was sent with your username and password.

Double-click Internet Explorer, or web browser of your choice.

Type <http://www.applianz.com/client> into the address bar.

Click the Download button that matches your operating system (Windows for most users).

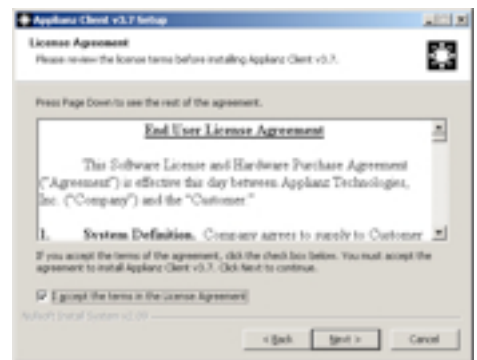


If you are using Windows Vista, or Windows 7 right click on the ApplianzSetup.exe in your download folder, or Desktop, and select the *Run as administrator* option. For all other versions of Windows double click the installer file (you must be set up as an Administrator or Power User).

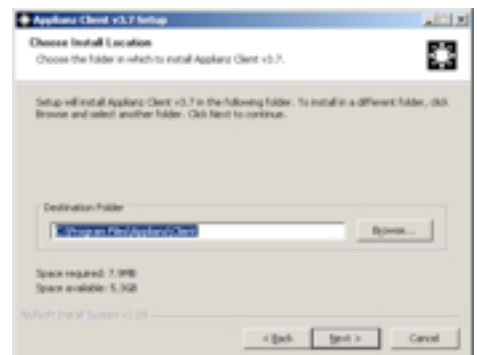
When the installation dialog box appears, click *Next* to continue.



Read the "End User License Agreement" and place a checkmark in the the *I accept* box to accept the terms, then click the *Next* button.

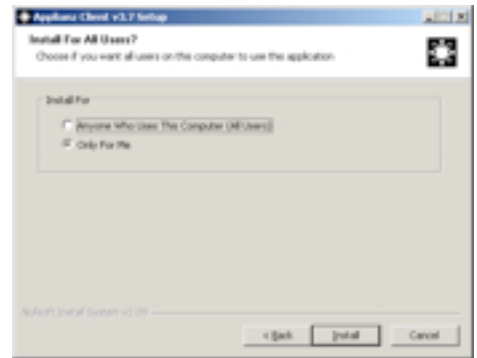


Enter a location to install the Applianz Client, and click the *Next* button.





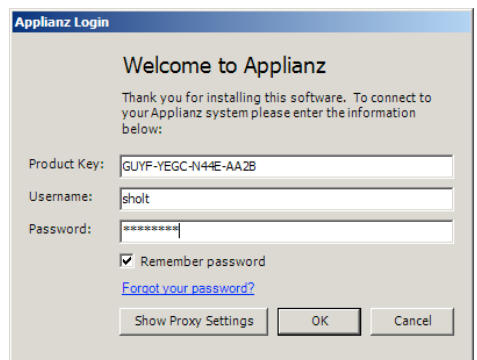
Select the appropriate option for installation. Selecting *Anyone who uses this computer* will allow everyone who uses the computer to be able to run the Applianz Client. Selecting *Only For Me* will install the application where only you will be able to execute it. Click the *Install* button when done.



After the installation is complete, place a checkmark in the *Run Applianz Client* box and click *Finish* to run the Applianz Client for the first time.

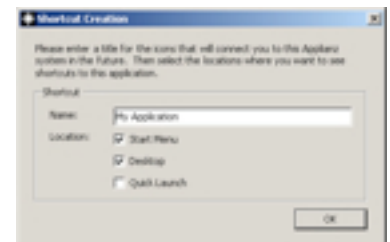


To connect to an Applianz session you must enter a product key for each session. The product keys are provided to you either on the System Information sheet included with the Applianz System or in an e-mail that was sent with your username and password. For *Username* and *Password*, enter the values that you created in step 1.5 or the Admin username and password.



To add additional product keys this screen can be opened again by clicking *Start -> Programs -> Applianz -> Add a Product Key*.

The next screen specifies where you want shortcuts to be created on your computer. The name field will be the name of the shortcut. For default shortcuts, just click the *Ok* Button.



## 1.7. Allowing Remote Users (Port Forwards)

**In order for users outside your network to be able to access the Applianz System, you will need to forward ports 30000-30060 in your firewall or router.** Without these ports, forwarded remote users will not be able to use the Applianz Client and Applianz Support staff will not be able to provide a full range of support.

If you left your Applianz System set as DHCP in step 1.4, you may want to consider using a static IP address for port forwarding. When you configure port forwarding you allow certain ports to be redirected to the IP address of the Applianz System. If your Applianz System is using DHCP it is possible for the router to assign a different IP address the next time it boots, and cause your port forwards to no longer work.

# Congratulations!

Your Applianz System setup is complete.

The following sections provide a reference guide for advanced configuration and instructions. Please consult the table of contents for a list of tasks that can be performed.

## 2. Mapping A Network Drive

If you plan on using the Applianz Client to run your application it is not necessary to map a network drive to the Applianz System. If you wish to install and use your application directly on your computer it may be necessary to map a network drive to the Applianz Server in order for your application to work correctly. It may also be useful to map a network drive to easily transfer upgrades, patches, and perform backups from the Applianz System.

### 2.1. Open My Computer

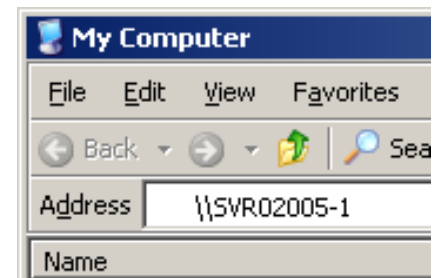
Double click the *My Computer* icon on your desktop. If the *My Computer* icon is not present click the *Start* button and click the *My Computer* icon from there.

### 2.2. Enter Server Name

In the *Address* bar of the *My Computer* window, enter the Windows share name of your server. This can be located on the System Information sheet provided with your system under “Windows Share Server”.

**Please notice the two backslashes at the beginning.** After you have entered the address press the *Enter* key.

Example: \\SVR02005-1



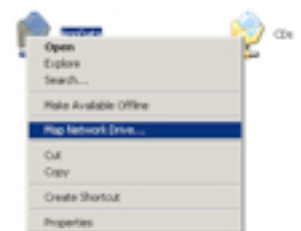
### 2.3. Enter Username and Password

A dialog box will appear asking you to enter a *User name* and *Password* for the network drive. Please enter the username and password that is on the System Information sheet. Place a checkmark in the *Remember Password* box and click the *Ok* button. If you have previously connected to the server and a password dialog box does not appear, please continue to the next step.

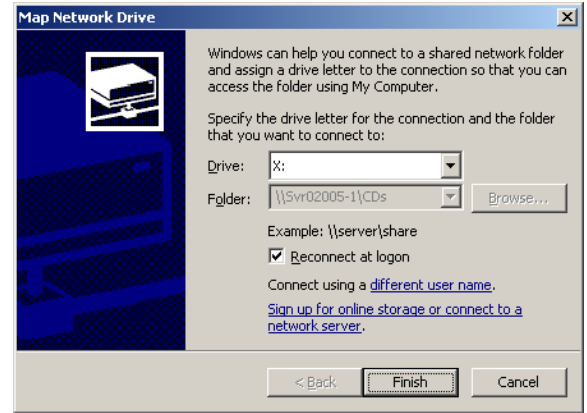


### 2.4. Map Network Drive

There should be at least two network folders listed in the window. Right click on the *AppData* folder and select *Map Network Drive*.



At the Map Network Drive window, select a drive letter that is not currently in use by your system. Place a checkmark in the *Reconnect at logon* box and click the *Finish* button.



## 3. Transferring Data To The Applianz System

It is often necessary to transfer software upgrades, patches, and other types of files to the Applianz System. In addition to mapping a drive to the Applianz System, Applianz offers two additional methods of transferring data to your Applianz System.

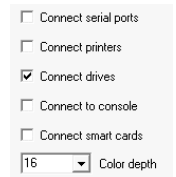
### 3.1. Local Drive Sharing

Your local drives can be shared to the Applianz session by enabling an advanced feature of the Applianz Client. This method is best for transferring small files. To transfer large amounts of data please see section 3.2.

To enable the Applianz Client drive sharing, click *Start -> Programs -> Applianz -> Advanced Configuration*




When the *Advanced Configuration* screen opens, place a checkmark in the *Connect drives* box.

Click the *Save* button to enable the feature. If you are connected to your session you will need to re-connect.



After connecting to your session open *My Computer* on the desktop and you should be able to see your local drives appear as network drives on the Applianz session.

#### Other

 A on STATION1	System Folder	Disk from Remote Desktop Connection
 C on STATION1	System Folder	Disk from Remote Desktop Connection
 D on STATION1	System Folder	Disk from Remote Desktop Connection

### 3.2. Secure FTP

Transferring large amounts of data to or from the Applianz Server can be accomplished by using a Secure FTP connection (SFTP). The Applianz System supports most SFTP programs; however, we recommend WinSCP if you do not already have a preferred SFTP program.

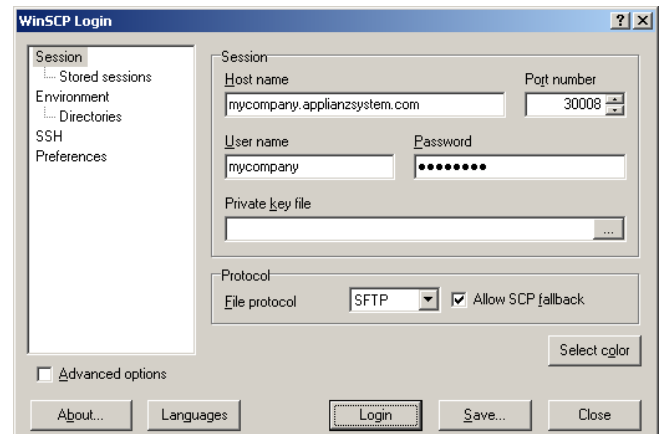
Open Internet Explorer or the web browser of your choice and enter "http://www.applianz.com/reseller/" in the address bar.

Download the WinSCP setup file from the web page and open the setup file.

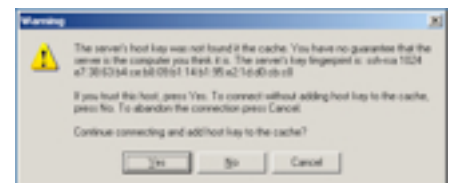
The WinSCP setup will take you through several screens for installation options. For most users the default options are correct. Continue clicking *Next* until the installation is complete. The installation will install a shortcut on your desktop for WinSCP3.

When WinSCP is opened, it will ask for connection information. For the *Host Name* field enter the system domain name from the System Information sheet provided with your system. For *Port number* enter 30008. For *User name* and *Password* enter the user name and password provided to you on the System Information sheet.

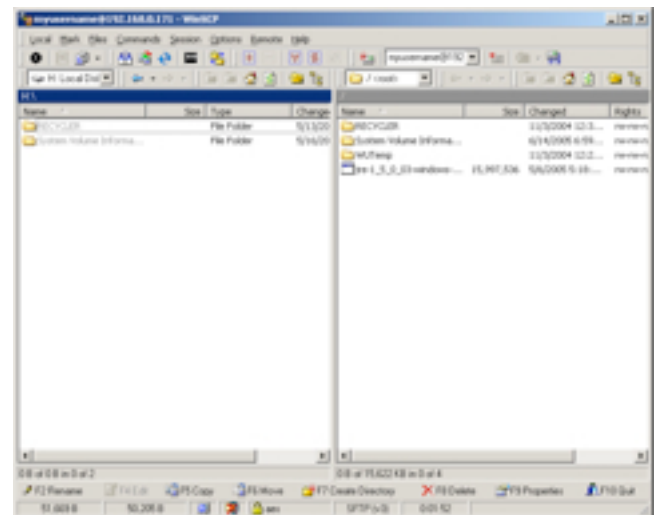
When the information has been entered, click the *Login* button.



A security message may appear the first time you connect to the Appliance System. Click Yes to continue.



After the main WinSCP screen opens you can transfer files from your computer to the Appliance System by dragging files from the left window to the right window. To transfer files from the Appliance System to your computer drag files from the right to the left.



## 4. Getting Support

Support is available through e-mail at [support@applianz.com](mailto:support@applianz.com) or by phone at (316) 263-4800 Option 5.

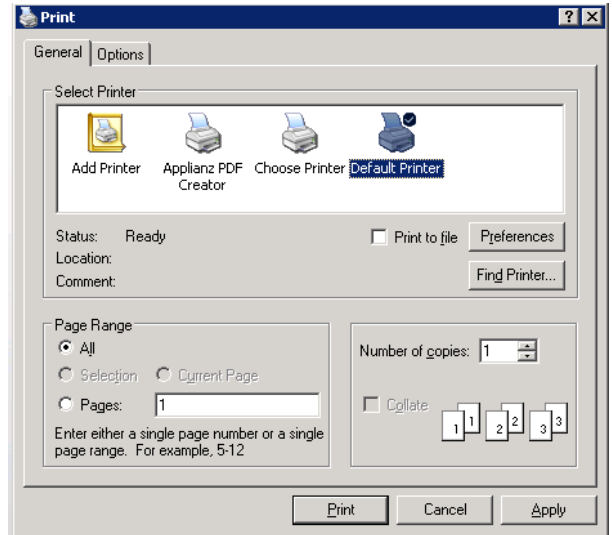
Support hours are 8:00 AM - 5:00 PM (Central Standard Time) Monday through Friday. **If no support engineers are available please leave a message with your company's name, phone number, and a brief description of your problem, and the first available engineer will return your call.** Messages are returned in the order they are received and given priority over current incoming calls.

For emergency support outside of business hours please leave a message, and the support engineer on call will be paged. Please indicate in the message that this is an emergency.

# 5. Printing

When printing from your user session you should see a screen similar to the window on the right.

There are three different printers to choose from, the *Default Printer*, *Choose Printer*, and the *Applianz PDF Creator*.

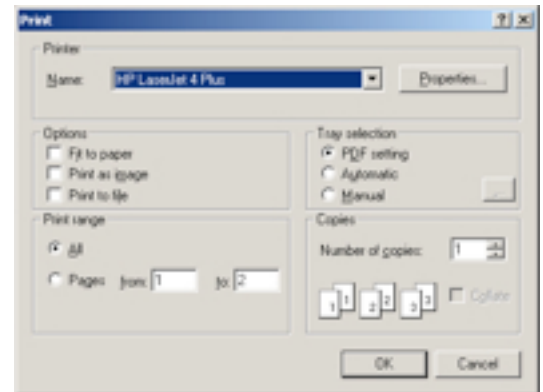


## 5.1. Default Printer

If you select *Default Printer*, the print job will go to your local computer and automatically print on your local default printer.

## 5.2. Choose Printer

If you select *Choose Printer*, the print job will go to your local computer and open a print dialog box asking which printer to send the job to. Your local printers will be displayed in this dialog.



## 5.3. Applianz PDF Creator

If you select *Applianz PDF Creator* a PDF document of the print job will be transferred to your computer and you will be prompted with a dialog that allows you to open or save the document on your local hard drive.

# 6. Advanced Printing

The following instructions are not typically needed by all users, only for users with special types of printers that do not work well with the normal Applianz System printing.

## 6.1. Receipt Printers (Point-Of-Sale)

### A. Connect serial/parallel ports

On the user's local computer click *Start -> Programs -> Applianz -> Advanced Settings*.

Under *General Settings* place a checkmark in the *Connect serial/parallel ports* box.

**Step A must be repeated on every computer which has a receipt printer attached to it.**  
The remaining steps will only need to be completed once.

## B. Download Printer Driver

Connect to the Workstation Template session.

If your printer is a "Generic Text" printer, then no driver download is needed; skip to step C.

Download the printer driver to this session. You can also transfer the driver by copying it to the windows share or through SFTP (See section 3).

If the downloaded driver is a compressed zip file, extract the file and note its location before continuing. If the driver file is an executable file (.exe), run the installer before continuing to step C.

## C. Install Printer

In the Workstation Template session click *Start -> Settings -> Control Panel -> Printers and Faxes*, then double click *Add printer*.

Click the *Next* button in the wizard and select the *Local printer attached to this computer* option. Uncheck the *Automatically detect and install my Plug and Play printer* box and click the *Next* button.

Select the *Use the following port* option and select *LPT1* from the drop down list. Click the *Next* button to continue.

Select the *Generic / Text Only* printer driver or click the *Have Disk...* button and browse to the downloaded .inf driver file and click *Ok*. If the downloaded printer driver was an executable file you installed in step B, then the printer should be selectable in the printer list.

Complete the wizard leaving default options (do not print test page). After the printer has been installed, select it in the *Explorer* window, and click *File -> Properties*.

Click the *Ports* tab and scroll down until you find a *TS* port that points to the *COM/LPT* port on your local computer. Click the *Ok* button to save the changes.

## D. Disconnect and Apply

Disconnect from the Workstation Template session and apply your changes using the Web Admin site (See section 9.13), or wait for the changes to apply during the nightly maintenance cycle.

## 6.5. Sharing Local Printers

It is possible to make the local printers attached to your computer be visible inside the Appliance user session. This is sometimes needed if the printer does not format correctly using the regular Appliance printers or has additional paper trays. This is not the recommended method for printing and should only be used as a last resort.

### A. Connect Printers

On the user's local computer click *Start -> Programs -> Appliance -> Advanced Settings*.

Under General Settings place a checkmark in the *Connect Printers* box.

## B. Install Printer Driver

Connect to the Workstation Template session and download the printer driver to this session. You can also transfer the driver by copying it to the windows share or through SFTP (See section 3).

If the printer driver is an executable file (.exe), install the driver and skip to step C.

After the driver has been downloaded and extracted (If it is a zip file), click *Start -> Settings -> Control Panel -> Printers and Faxes*

In the *Printers and Faxes* window, click *File -> Server Properties* and select the *Drivers* tab, then click the *Add* button.

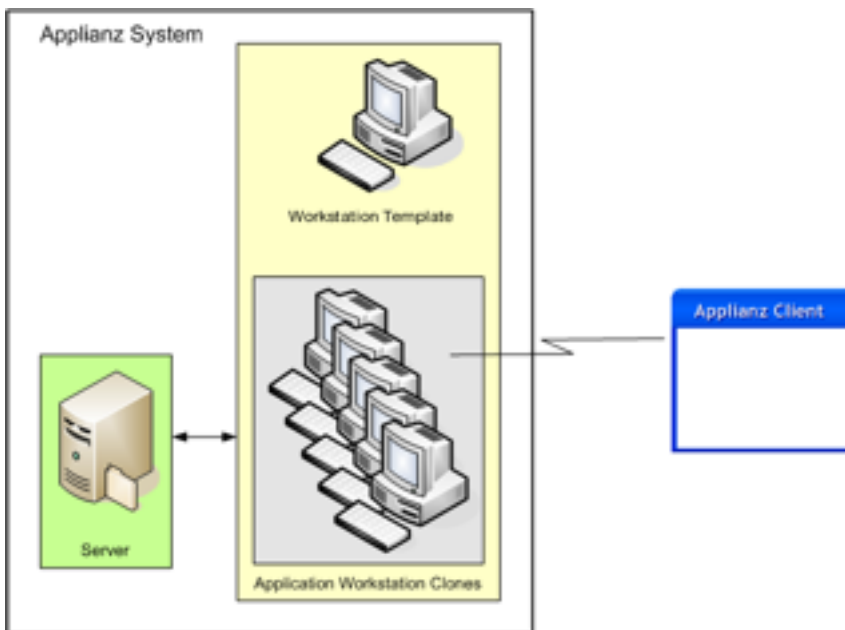
In the *Add Printer Driver Wizard* window, click the *Next* button then click the *Have Disk...* button. Browse to the downloaded .inf driver file and click *Ok*. Complete the driver wizard and click *Ok* in the *Print Server Properties* window.

## C. Disconnect and Apply

Disconnect from the Workstation Template session and apply your changes using the Web Admin site (See section 9.13), or wait for the changes to apply during the nightly maintenance cycle.

# 7. Applianz Session Overview

A typical Applianz System consists of 3 different types of sessions. They are the application sessions, the Workstation Template session, and the Server session.



## 7.1. Server Session

The server session is the session that should be used for storing application data needed by all workstations. Server specific software should be installed on this session.

Your application data and server software should be placed in the *D:\AppData* directory. Files located in this directory will be accessible to both the Workstation Template and application sessions.



To disconnect from this session, click *Start -> Shutdown* and select *Disconnect* from the drop down list.

## 7.2. Workstation Template Session

Any changes made to this session will be seen by all users of the application session. Application software should be installed on this session. **Changes made to this session will not take effect in the application sessions until they are applied using the Web Admin site (See section 9.13).** If changes are made to this session that you do not want to have cloned, you can discard the changes using the Web Admin site. Changes made to the Workstation Template session will also be applied during the nightly maintenance of the system. The *D:\AppData* directory of the Server Session is mapped as the *N:* drive in this session (also in the application sessions).

## 7.3. Application Session

The application session is the session that the end-user will connect to. There is no need to install any software in this session, as it is a clone of the Workstation Template session. When the user logs out of this session, it is discarded and another clone is made to take its place.

# 8. Workstation Template Configuration

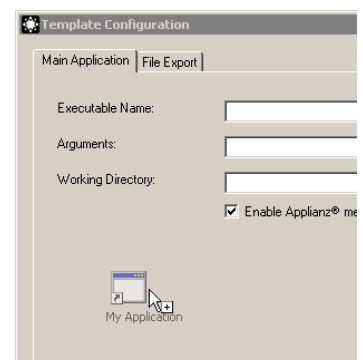
After you have installed the server portion of your software in the server session and installed the client portion of your software in the Workstation Template session, the next step is to configure the Workstation Template to launch the client software. The Workstation Template configuration program also allows you to add additional shortcuts to the Applianz Menu.

## 8.1. Opening Template Configuration

When you connect to the Workstation Template session you will typically see the *Template Configuration* application already running minimized in the *Windows Taskbar*. Click the item in the *Taskbar* to open the application. If it is not already running you can find a shortcut of the application either on the *Desktop* or in the *Start Menu*.

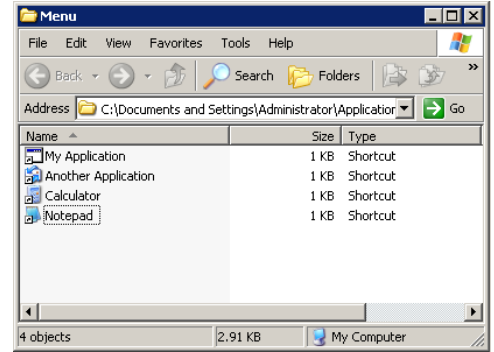
## 8.2. Configuring Main Application

In the *Main Application* tab you can configure which application will be automatically launched when a user connects to their session. The application can be configured by dragging and dropping a shortcut from the *Desktop* or *Start Menu* into the *Template Configuration* window. It can also be manually configured by browsing for the program you want to run.



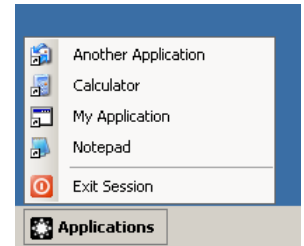
## 8.3. Configuring Applianz Menu

The Applianz Menu is similar to the Windows Start Bar; you can configure menu items that will appear in the start menu of the user's application session. To configure the Applianz Menu click the *Configure Menu* button in the Main Application tab. After the Explorer window opens copy any shortcuts into the window. When finished close the Explorer window.



## 8.4. Saving and Applying Changes

After you have finished configuring the launch application and the Applianz Menu, click the *Save* button at the bottom of the *Template Configuration* application. The changes will not be visible in the user application sessions until they have been applied through the Web Admin site (See section 9.13) or automatically applied during the nightly maintenance cycle.



# 9. Web Admin Site

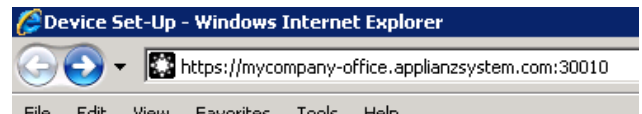
The Web Admin site is a website hosted by your Applianz System for configuring, adding users, and monitoring usage.

## 9.1. Logging In

The URL for the Web Admin site is on the System Information sheet included with your Applianz System. Enter the url beginning with `https://` plus the "Local Domain Name" plus `:30010` on the end.

For Example:

`https://mycompany-office.applianzsystem.com:30010`



The first Web Admin site is an authentication page that will authenticate you as a valid user. The default username is "Admin" and your default password is located on the System Information sheet provided with the Applianz System. After you have entered the Admin password click the *Login* button.



Valid Applianz System users may log in with their Username and Password; however, most functionality is disabled for non-Administrator users.

## 9.2. Forgotten Passwords

If a user has forgotten their password they can use the Web Admin site to reset it to a randomly generated password and have it e-mailed to them. To reset a password, either go to the login page of the Web Admin site and click the *If you forgot your password* link, or from the Applianz Client login screen, click the *Forgot your password* link.

At the *Password Recovery* screen, enter the username or the user's e-mail address. It is not necessary to enter both values. Click the *Send* button.

After a few minutes the user should receive an e-mail with their username, password, and the product keys they are authorized to use.

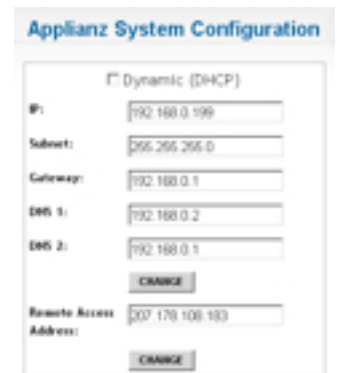



## 9.3. Change IP Address

To change the IP Address of the Applianz System click the *System* link on the menu bar at the top of the Web Admin site. When the *System Configuration* page loads click the *Change IP* button.

Enter the new IP Address Information for the Applianz System. The *Dynamic* box indicates whether the Applianz System should automatically request an IP address from your network. If you uncheck *Dynamic* then IP, Subnet, and Gateway fields will appear for a static IP address configuration. After you have finished entering IP information, click the *Change* button to save the changes.

The *Remote Access Address* text box is only used if your network has multiple external IP addresses and you want to use a specific one for external users of the Applianz Client. If you are unsure if this is needed, leave this field blank.



## 9.4. Proxy Settings

A proxy server is a computer network service that allows clients to make indirect network connections to other network services. If your network requires a proxy server to communicate to a server on the Internet, you will need to configure it with the Web Admin site.

To change the proxy settings of the Applianz System click the *System* link on the menu bar at the top of the page. When the *System Configuration* page loads click the *Proxy Settings* button.

Enter your proxy information in the text boxes provided and click the *Change* button to save them.



## 9.5. Rebooting

To reboot the Applianz System, click the *System* link on the menu bar at the top of the Web Admin site. When the *System Configuration* page loads click the *Reboot* button.

All users will be logged out of the Applianz System and it will be rebooted.

## 9.6. Shutting Down

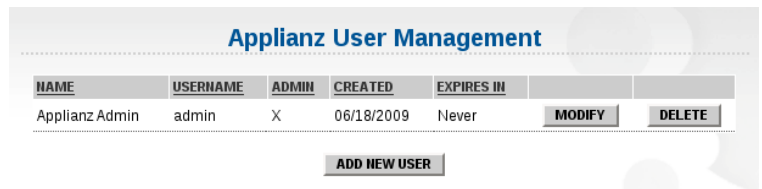
To shut down the Applianz System, click the *System* link on the menu bar at the top of the Web Admin site. When the *System Configuration* page loads, click the *Shutdown* button.

**WARNING** – The system will not come back up until someone physically presses the power button on the front of the Applianz System.

## 9.7. Adding Users

To add a user, click the *Users* link on the menu bar at the top of the Web Admin site.

On the *User Management* page, click the *Add New User* button.



NAME	USERNAME	ADMIN	CREATED	EXPIRES IN		
Applianz Admin	admin	X	06/18/2009	Never	MODIFY	DELETE

**ADD NEW USER**

Enter individual user information and click the *Add* button. The user is now able to be used by the Applianz Client for connecting to the Applianz System. After you click the *Add* button, the password and product keys for the Applianz System will be e-mailed to the user. To automatically generate a password, leave the password field blank.

The *Administrator* checkbox controls certain actions each user is allowed to perform from the web page. If you want a user to be able to perform actions such as rebooting the Applianz System, managing other users, or see users logged into the system then place a checkmark in this box. If you are unsure, do not place a checkmark in the box.

The *E-mail Usage Statistics* field allows you to enter a person's e-mail address who wants to receive a notification e-mail every time a user logs into the Applianz System. If you are unsure, leave the field blank.



**Applianz User Configuration**

Name:  (User's real name)

Username:  (Unique id they will use to log into the system)

Password:  (Don't enter anything if you want the password to be autogenerated)

Verify Password:  (Don't enter anything if you want the password to be autogenerated)

Email:  (E-mail address used to contact the user)

Administrator:  (Gives the user rights to administer the system)

Application Access Rights:  Applianz File Server  
 Workstation Template  
 My Application (Select the applications you want this user to be able to access)

E-mail Usage Statistics To:  (An e-mail will be sent to this address when the user performs certain actions)

Notes:

Expires:  Never

**ADD**

## 9.8. Modifying Existing Users

To modify an existing user of the Applianz System click, the *Users* link on the menu bar at the top of the Web Admin site.

At the *User Management* page locate the user you wish to modify and click the *Modify* button.

After you have finished changing the user's information, click the *Save* button.

Applianz User Management						
NAME	USERNAME	ADMIN	CREATED	EXPIRES IN		
Applianz Admin	admin	X	06/18/2009	Never	<a href="#">MODIFY</a>	<a href="#">DELETE</a>
Steve Holt	sholt		11/16/2009	Never	<a href="#">MODIFY</a>	<a href="#">DELETE</a>

[ADD NEW USER](#)

## 9.9. Deleting Users

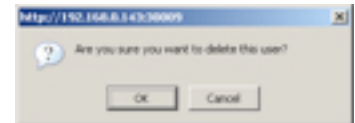
To delete a user from the Applianz System, click the *Users* link on the menu bar at the top of the Web Admin site.

At the *User Management* page, locate the user you wish to delete and click the *Delete* button.

Applianz User Management						
NAME	USERNAME	ADMIN	CREATED	EXPIRES IN		
Applianz Admin	admin	X	06/18/2009	Never	<a href="#">MODIFY</a>	<a href="#">DELETE</a>
Steve Holt	sholt		11/16/2009	Never	<a href="#">MODIFY</a>	<a href="#">DELETE</a>

[ADD NEW USER](#)

A dialog box will appear asking you if you are sure you want to delete the user. Click the *Ok* button to confirm.



## 9.10. Emailing Product Keys and Instructions

If a user loses their product keys, from the Web Admin site you can e-mail them their username and all of the product keys they are authorized to use.

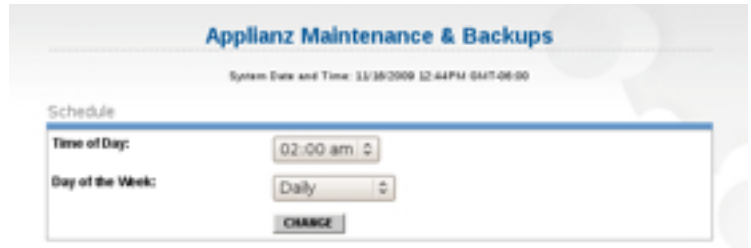
Click the *Users* link on the menu bar at the top of the Web Admin site. Locate the user you wish to e-mail the product keys to and click the *Modify* button. This will open the the *User Configuration* screen for that user. Click the *Email Instructions* button next to the user's e-mail address. This automatically generates an e-mail for the user containing their product keys and a URL to download the Applianz Client; however for security reasons **this does not send the user's current password**. If the user has lost their password it can be reset using the *Modify User* page described in section 9.8.

Applianz User Configuration	
Name:	<input type="text" value="Steve Holt"/> <small>(User's real name)</small>
Username:	<input type="text" value="sholt"/> <small>(Choose if they will use to log into the system)</small>
Password:	<input type="password"/> <a href="#">RESET PASSWORD</a> <small>(Don't enter anything if you are not changing the password)</small>
Verify Password:	<input type="password"/> <small>(Don't enter anything if you are not changing the password)</small>
E-mail:	<input type="text" value="sholt@mycompany.com"/> <a href="#">EMAIL INSTRUCTION</a> <small>(E-mail address used to contact the user)</small>
Administrator:	<input type="checkbox"/> <small>(Gives the user rights to administer the system)</small>
Application Access Rights:	<input type="checkbox"/> Applianz File Server <input type="checkbox"/> Workstation Template <input checked="" type="checkbox"/> My Application <small>(Select the applications you want this user to be able to access)</small>
E-mail Usage Statistics To:	<input type="text"/> <small>(An e-mail will be sent to this address when the user performs certain actions)</small>
Notes:	<input type="text"/>
Expires:	<input checked="" type="checkbox"/> Never
<a href="#">SAVE</a>	

## 9.11. Changing Maintenance Schedule

To change the maintenance schedule time of the Applianz System, click the *System* link on the menu bar at the top of the Web Admin site. When the *System Configuration* page loads, click the *Maintenance & Backups* button.

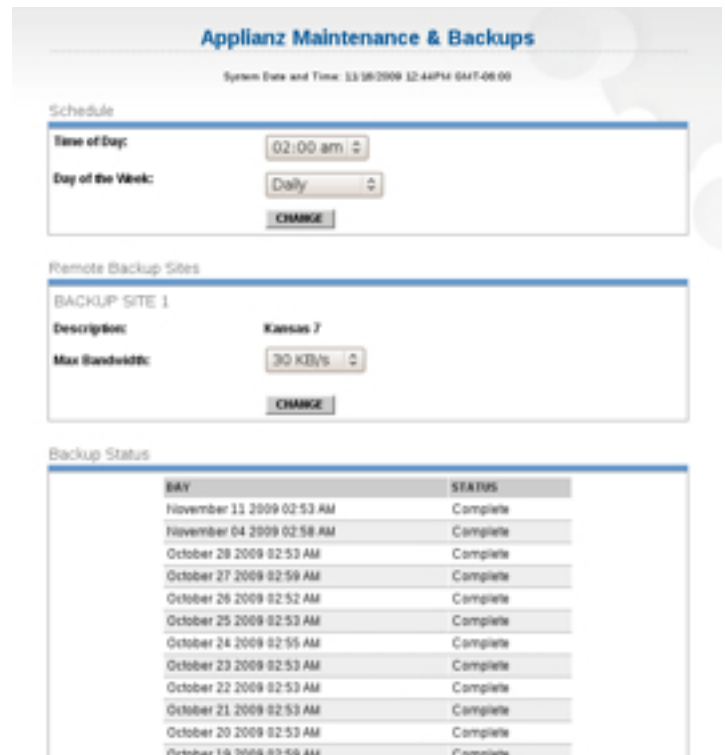
The default maintenance time is 2:00 am. To change the scheduled time click the *Time of Day* drop down box and select the desired time. To disable maintenance, select the *Never* option at the bottom of the available times (**This is not recommended**).



The default day of the week for maintenance is *Daily*. This will run maintenance each day of the week. To schedule maintenance to run on a particular day of the week, click the *Day of the Week* drop down box and select the desired day. **If maintenance is changed to a day of the week, backups will only occur once per week.**

## 9.12. Backup Status and Bandwidth Limit

To see the status of your backups and change bandwidth limits of remote backups, click the *System* link on the menu bar at the top of the Web Admin site. When the *System Configuration* page loads, click the *Maintenance & Backups* button.



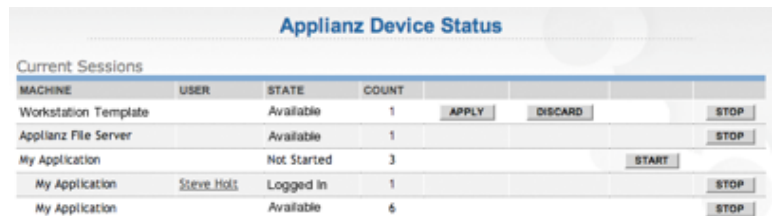
If you have a current backup service plan you will see one or more backup sites listed on the page, a *Backup Status* section that lists all the backup history available on your system, and the status of the backups to remote backup site(s). There is a legend at the bottom of the page explaining each backup status.

To change the bandwidth allowed for remote backups select a bandwidth limit from the drop down list. **If the limit is set too low it may cause remote backups to never complete** (depending on the size of your data). After changing the bandwidth limit, click the *Change* button to save the setting.

## 9.13. Applying Changes To The Admin Session

If you have made changes to the Workstation Template session that you want to have applied to all of the user sessions, click the *Status* link on the menu bar at the top of the Web Admin site.

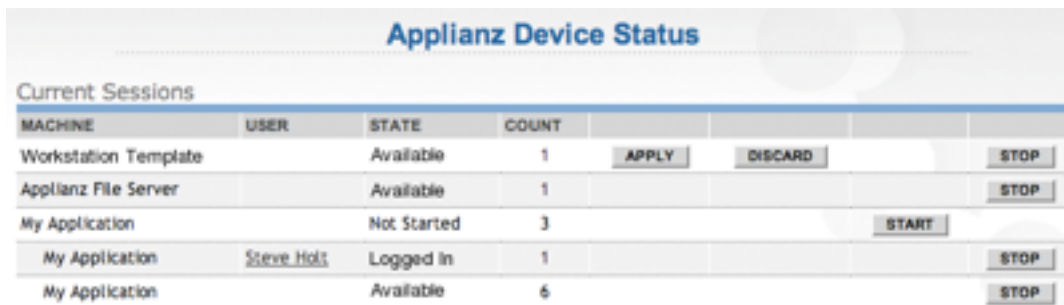
Locate the *Workstation Template* line and click the **Apply** button. This will shut down all user sessions, apply the changes, then start them back up. **This will disconnect all users.**



Changes made to the Workstation Template session are also automatically applied during the nightly maintenance cycle.

## 9.14. Displaying Users Currently Logged Into The System

To see users currently logged into the Applianz System, click the *Status* link on the menu bar at the top of the Web Admin site.



Applianz Device Status						
Current Sessions						
MACHINE	USER	STATE	COUNT			
Workstation Template		Available	1	APPLY	DISCARD	STOP
Applianz File Server		Available	1			STOP
My Application		Not Started	3		START	
My Application	Steve Holt	Logged in	1			STOP
My Application		Available	6			STOP

The *User* column on the *Current Sessions* section lists the users currently logged into the system.

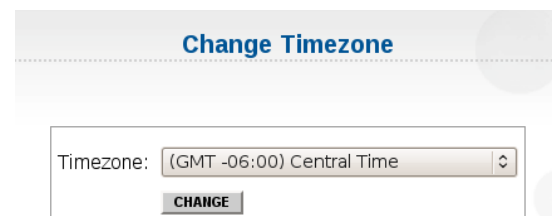
The sessions with a state of *Available* have been started and are ready for users to log in.

To conserve system resources, sessions in the *Not Started* state will automatically start as users log in.

## 9.15. Changing Timezone Settings

To change the timezone of the Applianz System and all sessions, click the *System* link on the menu bar at the top of the page. When the *System Configuration* page loads, click the *Timezone Settings* button.

Select the timezone you want for your system and click the *Change* button to save it. It may take up to 10 minutes for the timezone settings to take effect in the user sessions.



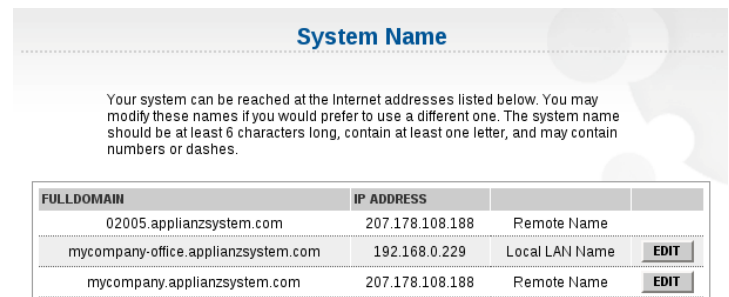
**Change Timezone**

Timezone: (GMT -06:00) Central Time

**CHANGE**

## 9.16. Changing System Name (DNS Name)

There are typically three system names for every Applianz System. One of the system names is the serial number of the system and can not be edited. The other two names can be changed to any name you like (if it is valid and not already in use). There is a public name, which resolves to the external IP address of your network, and a private name which only works within your local network.



**System Name**

Your system can be reached at the Internet addresses listed below. You may modify these names if you would prefer to use a different one. The system name should be at least 6 characters long, contain at least one letter, and may contain numbers or dashes.

FULLDOMAIN	IP ADDRESS		
02005.applianzsystem.com	207.178.108.188	Remote Name	
mycompany-office.applianzsystem.com	192.168.0.229	Local LAN Name	<b>EDIT</b>
mycompany.applianzsystem.com	207.178.108.188	Remote Name	<b>EDIT</b>

To change the local or remote names of your system, click the *System* link on the menu bar at the top of the Web Admin site. When the *System Configuration* page loads, click the *System Name* button. On the *System Name* page click the *Edit* button next to the local or remote name you wish to edit. Only the first part of the domain name can be changed.

# 10. Installing Custom Fonts

Some of your reports or applications may be using fonts that are not available on the Applianz System. If you need to install fonts onto your Applianz System please perform the following steps. Custom fonts should be installed on the Workstation Template session of your Applianz System. Once the font is installed on the Workstation Template session, it will be available to all of the application sessions after the changes are applied.

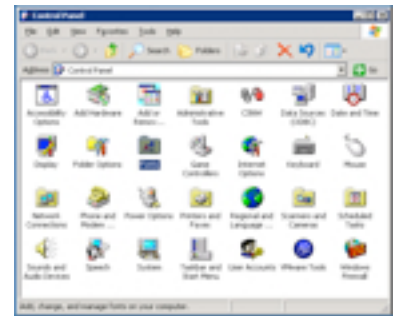
## 10.1. Transferring The Font

The font should be transferred to the Applianz System where it is available in the Workstation Template session. The recommended way is to transfer the font to the file server through either the shared drive on the Applianz server or using SFTP (See section 3). You could also download the font from a website into the Workstation Template or put the font in a shared drive on your network and accessing it from the Workstation Template. In the following example the font has been transferred to the shared drive (N:) on the Applianz System.

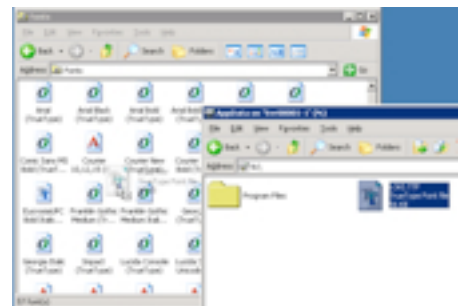
## 10.2. Installing The Font

Connect to the Workstation Template session and click *Start -> Settings -> Control Panel*.

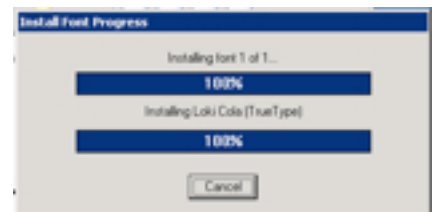
Double click the *Fonts* icon in the *Control Panel*



Drag and drop the font into the Fonts window. If you copied the font to the shared drive of the Applianz System it should be available in the N: drive on the Workstation Template session.



A progress bar will appear indicating the installation percentage. When this window closes the font is installed.



## 10.3. Applying The Changes

After the font is installed it will not take effect for users until either the changes are applied using the Web Admin site (See section 9.13) or automatically applied during the nightly maintenance cycle.



# 11. Appendix A - Additional Backup Solutions

The following two sections describe alternative methods to backing up data from the Applianz System. Applianz Technologies Inc. does not provide support for these backup solutions, and are offered here as a courtesy to our customers.

## 11.1. Microsoft Backup and Restore Wizard

A free solution for backing up your company's data is to use the Microsoft Backup and Restore Wizard to schedule a nightly backup. The Microsoft Backup Wizard is available by default on most installs of Windows XP. Windows Vista no longer includes this application and the included "Backup and Restore Center" included with Vista will not back up certain kinds of files, so it is not ideal for backups. The following instructions are an example of how to configure backups on Windows XP computers.

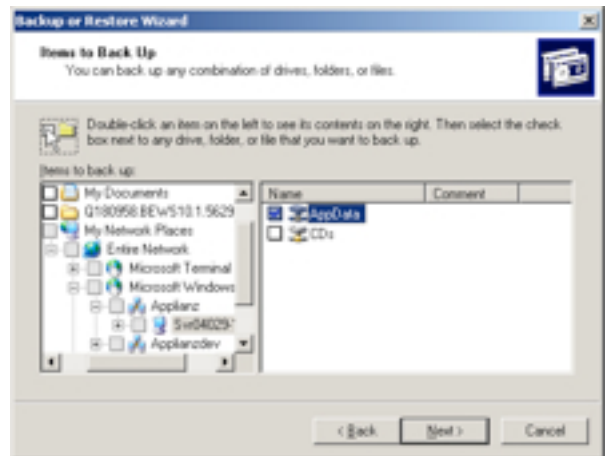
To open the Backup Wizard click *Start -> Programs -> Accessories -> System Tools -> Backup*.

At the *Welcome* screen click the *Next* button.

At the *Backup or Restore* screen select the *Back up files and settings* option and click the *Next* button

At the *What to Back Up* screen select the *Let me choose what to back up* option then click the *Next* button

At the *Items to Back Up* screen expand the *My Network Places* item, then expand the *Entire Network* item, then expand *Microsoft Windows Network*, then the *Applianz* workgroup (This may take some time). There should be a server listed similar to "SVR04029-1" (Actual number may vary). This is the Applianz Server, click this server to list available shares. If you are prompted for a username and password please enter the username and password that is provided on the the System Information sheet included with your system. Place a checkmark in the *Remember Password* box and click the *Ok* button. There should now be an *AppData* folder listed in the right hand side of the screen. Place a checkmark on this folder and click the *Next* button.



If there is not an Applianz Server or Applianz Workgroup listed in your *My Network Places*, please follow steps in Section 2 of this manual to map a drive to the Applianz System, you can then select the mapped network drive to backup. Please be aware that a mapped network drive is only available if the user who maps the drive is logged into the system.

At the *Backup Type, Destination, and Name* screen click the *Browse...* button and select your backup drive or folder (This is the location where data will be copied to). Next enter a name for this backup. When done click the *Next* button.



At the *Completing the Backup or Restore Wizard* screen click the *Advanced...* button.

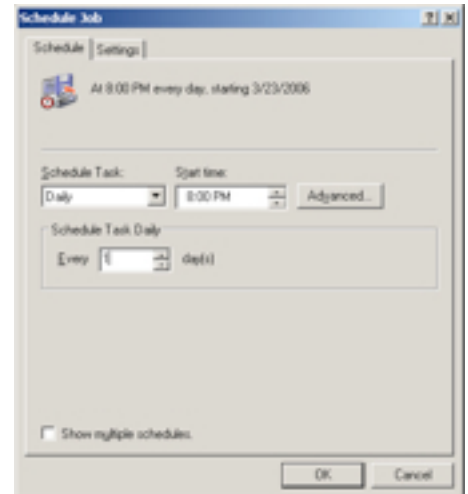
At the *Type of Backup* screen select the *Normal* backup type (this is the default) and click the *Next* button.

At the *How to Back Up* screen place a checkmark in the *Verify data after backup* box and click the *Next* button.

At the *Backup Options* screen select the *Append this backup to the existing backups* option and click the *Next* button.

At the *When to Back Up* screen select the *Later* option, enter a name in the *Job name* text box, and click the *Set Schedule* button.

Select the *Daily* option from the *Schedule Task* drop down, set the start time to 8:00 PM. If you would like the scheduled start time to be later please be aware that by default the Applianz System reboots nightly at 2:00 AM. If the backup is running during the system reboot then the backup will be corrupt. To change the maintenance schedule of the Applianz System, please see section 9.11 of this manual. When you are done with the schedule click the *Ok* button to continue.



Some computers may prompt for the password of the user, enter the password for the computer that you are using.

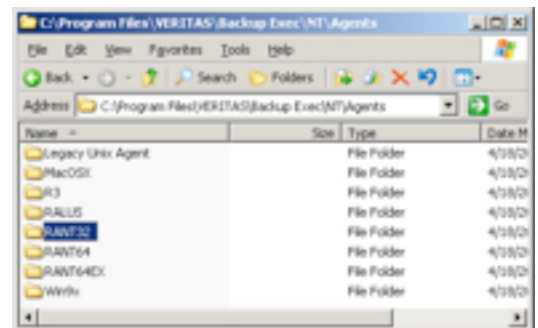
Verify the data is correct on the *When to Back Up* screen and click the *Next* button to continue.

At the *Completing the Backup or Restore Wizard* screen verify the information and click the *Finish* button.

## 11.2. Symantec Backup Exec (Veritas)

Symantec Backup Exec, or Veritas is a 3rd party solution created by Symantec. The installation and maintenance of this software is beyond the scope of this manual, however the following steps are an example of how to configure an existing installation of Veritas to backup data from the Applianz System. For further information about setup and maintenance please see your Veritas user manual. To learn more about Veritas please visit <http://www.veritas.com>.

On your backup server, open *My Computer* from your desktop or the *Start* menu. Browse to the following location: "C:\Program Files\VERITAS\Backup Exec\NT\Agents". The location may vary depending on your installation of Veritas.

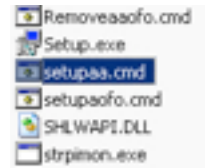


Copy the RAW32 (RANT32 on older versions) directory to the Applianz System by following the instructions in section 3 of this manual.

Connect to the Server session of the Applianz System by using the Applianz Client (See chapter 1.7).

Open *My Computer* from the *Start* menu of the Server session and locate the RAW32 (RANT32 on older versions) directory that you transferred to the Applianz System. Depending on the method of data transfer you chose the files will either be in the D:\AppData directory or the G:\ directory.

Open the *RAWS32* (*RANT32* on older versions) directory and double click the *setupaa.bat* file. This will open a black DOS window which installs the Veritas service on the Applianz System. When the installation is complete the DOS window will close and no further windows are displayed.

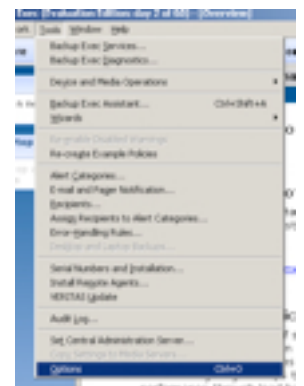


Verify the Veritas service is installed by opening the Control Panel from the Start Menu. Double click *Administrative Tools*, then double click *Services*. There should be a service listed called *Backup Exec Remote Agent for Windows Servers*. This service should be in a *Started* status and the Startup Type should be *Automatic*.

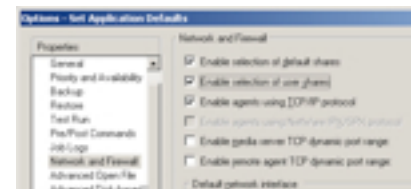


To configure the backup job, go back to your backup server and open the *Symantec Backup Exec* management program.

Next open the Options menu by clicking the *Tools* menu at the top and selecting *Options*.



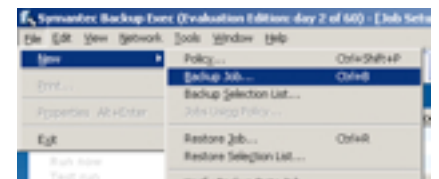
In the Properties section on the left hand side of the dialog box click the *Network and Firewall* entry. On the right hand side place a checkmark in the *Enable selection of user shares* box.



On the same screen, place a checkmark in the *Enable media server TCP dynamic port range* box and *Enable remote agent TCP dynamic port range* box. For the value enter the range **21025-21050** for both lines. Click the *Ok* button when finished to save the changes.



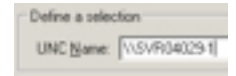
Start a new backup job by clicking *File* at the top, click new to expand the selection, and then select *Backup Job...*



At the *Backup Job Properties* window right click the *User-defined Selections* entry and click *User-defined Selections...* .

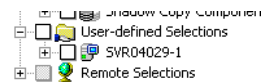


At the bottom of the *User-defined Selections* dialog box, enter the UNC Name for your Applianz System. The UNC name is usually \\SVR00000-1 where 00000 is the serial number of your Applianz System. See the System Information sheet included with your Applianz System for the serial number of your system.

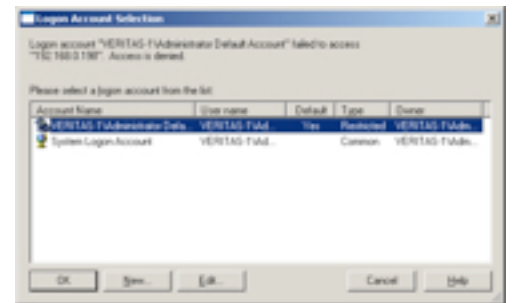


After the UNC Name has been entered click the *Add* button. The UNC Name should now appear in the *Selections defined* area of the dialog box. Click the *Close* button.

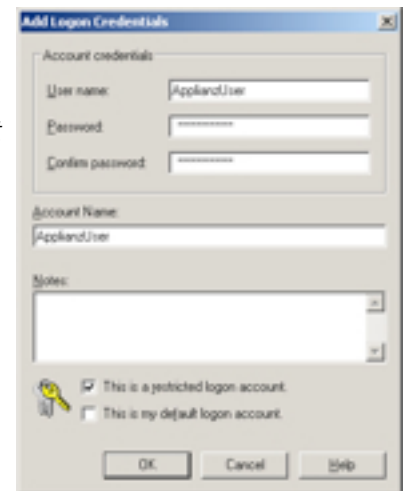
The server name should now appear under the *User-defined Selections* entry in the *Backup Job Properties* dialog box. You may need to click the + sign next to *User-defined Selections* to see the server listed.



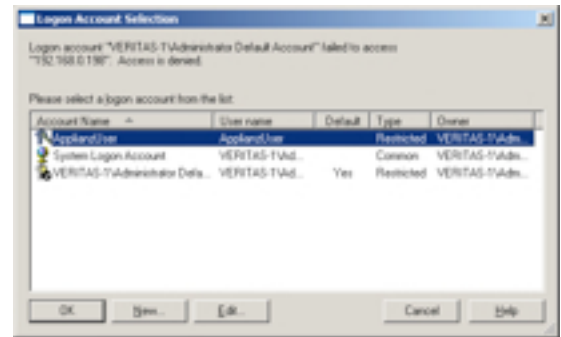
Click the server name, this should open a dialog box asking for a logon account. A logon account for the Applianz Server must be created, so click the *New...* button on the lower left of the dialog.



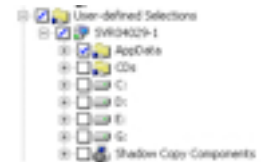
At the *Add Logon Credentials* dialog box enter the username *ApplianzUser* and the password that is listed on the System Information sheet included with your system. Re-enter your password in the confirm password field, and enter *ApplianzUser* for the *Account Name*. When finished click the *Ok* button.



An *ApplianzUser* entry should now be listed in the *Logon Account Selection* dialog. Highlight the *ApplianzUser* account by clicking on it and click the *Ok* button.



Now that a logon account has been selected for the Applianz System, you should be able to click the + sign next to the server and see a listing of network shares that are available for backup. The AppData directory is typically where your companies data is stored on the server, so place a checkmark next to AppData.



You may now set up your backup job according to the schedule and options that fits you the best. The schedule options for Veritas is on the Properties panel on the left side near the bottom. Please consult your Veritas Manual for additional information on scheduling the backup job to your backup media. **When scheduling your backup please be aware that by default the Applianz System reboots nightly at 2:00 AM.** If the backup is running during the system reboot then the backup may become incomplete or corrupt. To change the Maintenance Schedule, please see section 9.11 of this manual.



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